

**STATE OF RHODE ISLAND AND PROVIDENCE PLANTATIONS**  
**Department of Business Regulation**  
**DIVISION OF RACING & ATHLETICS**

**CONSUMER COMPLAINTS**

**Which Activities are Regulated by the Division of Racing & Athletics**

Before filing a complaint, it must first be determined whether the Division of Racing & Athletics has any statutory authority over the activity for which the complaint is directed. The Division of Racing & Athletics oversees the licensing and regulation of a pari-mutuel dog racing, jai alai, simulcast wagering, and athletics – professional boxing, wrestling, and kickboxing. Currently, pari-mutuel wagering is permitted at two (2)-licensed facilities.

Lincoln Park  
1600 Louisquisset Pike  
Lincoln, RI 02865-4506

Newport Grand Jai Alai  
150 Admiral Kalbfus Road  
Newport, RI 02840-1379

Professional boxing, wrestling, and kickboxing are licensed on a per event basis. The license for an event must be displayed at said event.

**When Should I File a Complaint?**

Prior to filing a complaint with the Division of Racing & Athletics, consumers should attempt to resolve the dispute themselves. We have found that complaints can normally be resolved if the consumer contacts the facility or promoter directly. If you have not already done so, please attempt to resolve the problem. If direct contact is unsuccessful, or if you are dissatisfied with the results, please fill out the appropriate complaint form and send it to our office. Your complaint will be promptly acknowledge, and you will be

advised of any action. The Division of Racing & Athletics cannot act on complaints unless the complaint is made in writing.

Please be aware that we are not authorized to pursue redress on behalf of individual complainants. In many instances, particularly where violations of laws under the Division of Racing & Athletics jurisdiction are not evident, it may be necessary for consumers to pursue complaints in civil court. The Division of Racing & Athletics cannot give you legal advice, nor can we recommend an attorney to you.

### **How do I File my Complaint?**

All complaints will be handled in the order in which they are received. All written complaints should include the name, address, and telephone number of the person making the complaint; the name, address, and telephone number of the person or entity that is the subject of the complaint; and a narrative description of the nature of the complaint. Copies of documents relevant to the complaint should also be forwarded to the Division of Racing & Athletics.

To file a complaint with the Division of Racing & Athletics, please fill out a complaint form and return it to one of the following offices:

State of Rhode Island Department of Business regulation  
Division of Racing & Athletics  
233 Richmond Street  
Providence, RI 02903

State Office  
Lincoln Park  
1600 Louisquisset Pike  
Lincoln, RI 02865-4506  
Attention: Supervisor of Dog Racing

State Office  
Newport Grand Jai Alai  
150 Admiral Kalbfus Road  
Newport, RI 02840-1397  
Attention: Supervisor of Jai Alai